

## DAFTAR ISI

LEMBAR PENGAJUAN.....	i
LEMBAR PENGESAHAN.....	ii
KATA PENGANTAR .....	iii
PERNYATAAN .....	v
DAFTAR ISI .....	vi
DAFTAR GAMBAR .....	viii
DAFTAR LAMPIRAN.....	ix
ABSTARCT .....	x
ABSTRAK .....	xi
BAB I PENDAHULUAN .....	1
A. Latar Belakang.....	1
B. Rumusan Masalah.....	2
C. Tujuan .....	3
D. Manfaat .....	3
BAB II LANDASAN TEORI .....	4
A. Pengertian Hotel .....	4
B. Pengertian <i>Front Office</i> Departemen.....	4
C. Fungsi Dan Peran <i>Front Office</i> Departemen.....	4
D. Bagian-Bagian <i>Front Office Department</i> .....	6
E. Pengertian <i>Night Audit</i> .....	11
F. Tugas dan Tanggung Jawab <i>Night Audit</i> .....	11
BAB III PEMBAHASAN .....	13

A. Latar Belakang Hotel 88 Embong Malang Surabaya .....	13
B. Pembahasan .....	20
C. Hambatan Dan Solusi.....	27
BAB V PENUTUP .....	28
A. Kesimpulan .....	28
B. Saran .....	28
DAFTAR PUSTAKA .....	29
LAMPIRAN .....	30

## DAFTAR GAMBAR

Gambar 3.1 .....	16
------------------	----

## DAFTAR LAMPIRAN

Lampiran 1 Building Hotel .....	30
Lampiran 2 Superior room .....	30
Lampiran 3 Deluxe Room .....	31
Lampiran 4 Restaurant .....	31
Lampiran 5 Buffet Breakfast .....	32
Lampiran 6 Meeting Room .....	32
Lampiran 7 Lobby .....	33
Lampiran 8 Sooking Area .....	33
Lampiran 9 Total Arrival Today.....	34
Lampiran 10 Total Departure Today .....	34
Lampiran 11 Guest In House By Room.....	35
Lampiran 12 Guest In House By Company .....	35
Lampiran 13 Guest Account Balace .....	36
Lampiran 14 Double Occupancy Report.....	36
Lampiran 15 Turnover Report.....	37
Lampiran 16 Room Revenue Breakdown .....	37
Lampiran 17 Summary Cashier Report .....	38
Lampiran 18 Lodging .....	38
Lampiran 19 Monthly Forecast .....	39
Lampiran 20 Daily Revenue Report .....	39
Lampiran 21 Compeitor Report.....	40